AAdvantage Miles Missing After Your Flight — How to Claim Retroactive Credit

AAdvantage miles from a completed American flight that have not posted to the account after 14 business days can almost always be recovered through a retroactive credit request. The request is submitted through aa.com using the flight details, and American's AAdvantage team manually reviews and applies the credit. Acting promptly is important because retroactive credit requests are subject to a claim window — typically 6 to 12 months after the flight date — after which manual credit may not be possible. Call +1 (855) 235-1998 if the online retroactive claim process is unavailable or the claim is rejected.

Retroactive Miles Guide	
Post Window	AAdvantage miles post 3–14 days after flight.
Retro Claim	File at aa.com within eligible window.
Docs Needed	Flight number, date, boarding pass helpful.
Call	Call +1 (855) 235-1998 if online claim fails or is rejected.
Contact	+1 (855) 235-1998 — 24/7 American emergency line

Why AAdvantage Miles Sometimes Don't Post Automatically

AAdvantage miles from American flights may fail to post automatically for several reasons: the AAdvantage number was missing from or incorrectly entered in the booking, the flight was operated by a partner carrier with a delayed miles transmission, the fare class was not eligible for earning (such as some deeply discounted fares), or a system error in American's mileage posting process. Identifying the likely cause helps prepare the documentation needed for the retroactive claim.

How to File a Retroactive AAdvantage Credit Request

Log into the AAdvantage account at aa.com and navigate to the missing miles claim section. Enter the flight number, travel date, and fare class if known. American's system will search for the flight record and attempt to match it to the AAdvantage account. If a match is found and the fare class is eligible, the credit is typically processed within 7 to 10 business days. If the system cannot find the record automatically, the claim escalates to manual review by the AAdvantage team, which may take up to 14 business days.

What to Do if the Retroactive Claim Is Rejected

A rejected retroactive AAdvantage credit claim typically occurs when the fare class is ineligible for earning, the AAdvantage number cannot be matched to the booking, or the claim is submitted outside the eligible window. Calling +1 (855) 235-1998 to discuss a rejected claim and providing the boarding pass, booking confirmation, and AAdvantage account details allows the American agent to investigate whether the rejection was correct or whether an override is appropriate. Some rejected claims are successfully reversed when additional documentation confirms the AAdvantage number was associated with the booking.

The Retroactive Claim Window

The window for submitting a retroactive AAdvantage credit request for a missing American flight varies by program but is typically 6 to 12 months after the flight date. Submitting the claim as soon as the missing miles are discovered rather than waiting preserves the maximum amount of time within the eligible window. For flights taken more than 6 months ago, calling the reservations line rather than submitting the online request provides the best chance of manual review and potential credit even if the standard online window has closed. Contact +1 (855) 235-1998 for all retroactive AAdvantage credit claims.

For American flights booked through a travel agency or corporate booking tool where the AAdvantage number may have been omitted, the retroactive credit request through aa.com is the standard recovery path. Many AAdvantage programs allow retroactive credit for agency-booked flights within the same 6 to 12 month window as direct bookings. Having the original American ticket confirmation and the AAdvantage account number available for the retroactive request submission streamlines the process. Contact the reservations line for retroactive credit claim assistance.

Partner airline AAdvantage mile credits — for flights taken on alliance partner carriers using the AAdvantage account number — sometimes take up to 6 to 8 weeks to post due to the inter-airline mileage transfer process. If partner miles are missing after 8 weeks, a retroactive credit request through aa.com with the partner flight documentation initiates the manual posting review. Calling the reservations line for partner credit follow-up routes the request to the AAdvantage partnership team. Visit aa.com for partner mile earning eligibility and posting timelines.

For AAdvantage retroactive credit requests that require supporting documentation, the American boarding pass or e-ticket receipt from the flight provides the proof of travel needed for manual credit posting. Boarding passes can be retrieved from the American app trip history or from the AAdvantage account activity log at aa.com even if the physical boarding pass was not retained. Digital boarding pass records in the American app typically remain retrievable for 30 to 60 days after the flight date. Contact the reservations line for retroactive credit documentation requirements.

For AAdvantage members who have flown on a American partner carrier flight using the AAdvantage account number and are missing the expected miles, verifying that the fare class booked on the partner

carrier is eligible for AAdvantage mile earning is the critical first check. Not all fare classes on partner airlines earn AAdvantage miles, and some deeply discounted partner booking classes may earn zero miles even when the AAdvantage number was correctly in the booking. Calling the reservations line to confirm the mile earn rate for the specific partner carrier fare class prevents a retroactive credit request for a flight that was not eligible for earning.

For AAdvantage members who earn miles through the Citi AAdvantage for American purchases and see the card miles post but the flight miles missing, the two credit streams are separate processes. Flight miles post based on the flight record after travel completion, while card miles post based on the card transaction. Having both mile streams credit separately is normal and expected. If the card miles posted but the flight miles did not, a retroactive credit request specifically for the flight portion is the correct next step, separate from the card earning that has already completed. Contact the reservations line for flight mile retroactive credit.

When the missing flight miles are from a heavily promoted American bonus mile event — such as a double or triple mile promotion that applied to the traveled fare — the retroactive credit request should specifically mention the promotion to ensure the manual posting is calculated at the promotional rate rather than the standard rate. American's AAdvantage team that processes retroactive credits may not automatically apply promotional rates to manually posted credits. Calling the reservations line and providing both the flight details and the specific promotion name or code ensures the promotional mile rate is correctly applied to the retroactive posting. Visit aa.com for current and archived AAdvantage promotion details.

Flight Miles Didn't Post — Claim Them Now

If AAdvantage miles from a completed American flight haven't posted after 14 business days, file a retroactive credit request at aa.com immediately. Most missing mile claims are resolved within 7 to 10 days. Call +1 (855) 235-1998 if the online process doesn't work.

Retroactive credit information reflects American's 2026 AAdvantage program terms. Contact +1 (855) 235-1998 or visit aa.com to file a missing miles claim.